

WHAT IS CLAIMED IS:

1. An answer system for technical support comprising:
means for registering information of an inquiry sent
5 from a user via a telecommunication network;
means for preventing said registered information of
said inquiry from being accessed by outsiders via said
telecommunication network;
communication means for communicating said registered
10 information of said inquiry to an information service
furnisher;
means for inputting an answer which responds to said
communicated information of said inquiry; and
means for sending said input answer to said user via
15 said telecommunication network.
2. An answer system for technical support according to
claim 1, wherein said register means is defined as first
register means, further including:
20 means for sending said information of said inquiry,
which has been registered by said first register means;
second register means for registering said information
of said inquiry, which has been sent from said first register
means; and
25 means for preventing said information of said inquiry,

which is registered in said second register means, from being accessed by outsiders via the telecommunication network;

wherein said communication means communicates said information of said inquiry , which is registered in said
5 second register means, to an information service furnisher.

3. An answer system for technical support according to claim 1, further including:

means for receiving information of an inquiry sent from
10 a user via a telecommunication network;

means for storing a history of all inquiries which have been received by said means for receiving information of an inquiry from each user; and

means for furnishing information disclosed by an
15 information service furnisher.

4. An answer system for technical support according to claim 1, further including:

means for receiving information of an inquiry sent from
20 a user via a telecommunication network;

means for storing a history of all inquiries which have been received by said means for receiving information of an inquiry from each user; and

means for sending information, which includes voice
25 data and/or dynamic image data, to said user.

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5. An answer system for technical support according to claim 1, wherein said register means is defined as first register means, further including:

5 first register means for registering information of an inquiry sent from a user via a telecommunication network;

means for storing a history of all inquiries which have been received by said means for receiving information of an inquiry from each user;

10 second register means for registering said information of said inquiry, which has been sent from said first register means; and

means for preventing said information of said inquiry, which is registered in said second register means, from being
15 accessed by outsiders via the telecommunication network;

wherein said communication means communicates said information of said inquiry, which is registered in said second register means, to an information service furnisher.

20 6. An answer system for technical support according to claim 1, wherein said information of said inquiry is on techniques relevant to a power plant.

7. An answer system for technical support for furnishing
25 technical information services via a telecommunication

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network, said answer system for technical support comprising:

a web server for receiving information of an inquiry sent from a user via an internet;

5 an inquiry-information data base for storing said information of said inquiry, which has been received by said web server;

10 a fire wall for preventing said information of said inquiry, which is stored in said inquiry-information data base, from being accessed by outsiders via said telecommunication network;

an intranet for communicating said information of said inquiry, which has been stored by said web server, to an information service furnisher;

15 an input unit for inputting an answer which responds to said inquiry information which has been communicated via said intranet; and

a mail server for sending said answer to said inquiry which has been input by said input unit.

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8. An answer system for technical support according to claim 7, wherein said web server is defined as a first web server, further including:

25 a second web server for periodically taking in said information of said inquiry, which is stored in said

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inquiry-information data base; and

a second fire wall for preventing said information of
said inquiry, which has been stored by said second web server,
from being accessed by outsiders via said telecommunication
5 network;

wherein said intranet communicates said information
of said inquiry, which has been stored by said second web
server, to an information service furnisher.

10 9. An answer system for technical support according to
claim 7, further including:

an inquiry-information data base for storing said
information of said inquiry, which has been received by said
web server;

15 an inquiry-history data base for storing a history of
all inquiries which have been received by said means for
receiving information of an inquiry from each user which has
been registered in advance;

20 wherein said fire wall prevents said information of
said inquiry, which is stored in said inquiry-information
data base and said inquiry-history data base, from being
accessed by outsiders via said telecommunication network.

10. An answer system for technical support according to
25 claim 7, wherein said answer input by said input unit, which

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responds to said information of said inquiry, which has been communicated via said intranet, includes voice data and/or dynamic image data.

- 5 11. An answer system for technical support acceding to claim7, wherein said information of said inquiry is on techniques relevant to the power plant, and said mail server sends said answer relevant to techniques of the power plant which responds to said inquiry.
- 10 12. An answer system for technical support according to any one of claims 1 and claim 7, further including means for counting workhours of persons which have corresponded with said inquiry sent from each user, and reporting said workhours or charges calculated based on said workhours to said user.
- 15 13. An answer system for technical support according to any one of claims and claim 7, further including a translation system for translating an answer sent from said information service furnisher to said user.
- 20 14. An answer system for technical support according to any one of claims 1 and claim 7, further including means for sending an answer which responds to said inquiry send from said user, to said user by e-mail.
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15. An answer system for technical support according to claim 8, further including:

an answer center including expert staffs which offer
5 technical support services to said inquiry which has been communicated via said intranet;

wherein said user is a member of a thermal or nuclear power plant including a steam or gas turbine, said information of said inquiry is on techniques relevant to said thermal
10 or nuclear power plant, and said answer to said inquiry is created by said answer center.

16. A technical support method of furnishing technical information services via a telecommunication network, said
15 technical support method comprising the steps of:

receiving information of an inquiry sent from a user via an internet by using a web server, via a fire wall for preventing said information of said inquiry from being accessed by outsiders via said telecommunication network;

20 storing said information of inquiry, which has been received by said web server, in an inquiry-information data base;

communicating said information of said inquiry, which has been stored by said web server, to an information-
25 furnishing unit via an intranet; and

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sending an answer which responds to said inquiry information which has been communicated to said information-furnishing unit, to said user via a mail server.

- 5 17. A technical support method according to claim 16, wherein said web server and said fire wall are defined as a first web server and a first fire wall, respectively, further including the steps of:

10 taking said information of inquiry, which is stored in said first web server, into a second web server via a second fire wall; and

communicating said information of said inquiry, which has been taken into said second web server, to an information-furnishing unit via an intranet.

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18. A technical support method according to claim 16, further including the steps of:

20 storing a history of all inquiries, which have been sent from each user and received by said web server, in an inquiry-history data base; and

sending an answer which includes voice data and/or dynamic image data to said information of said inquiry communicated to said information-furnishing unit, to said user via a mail server.

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19. A technical support according to claim 16, further including the step of counting workhours of persons which have corresponded with said inquiry sent from each user, and reporting said workhours or charges calculated based on said workhours to said user.

20. A technical support according to claim 16, further including the step of:

retrieving said information stored in said inquiry-information data base in order to obtain a countermeasure to an anomaly which has occurred, based on a name of a component at which said anomaly has occurred, an anomalous portion of said component, and a phenomenon which has occurred, which are sent from said user; and

sending a countermeasure to said anomaly, which is obtained by said retrieval, to said user.

21. An answer system for technical support according to claim 7, further including:

a retrieval system for retrieving said information stored in said inquiry-information data base in order to obtain a countermeasure to an anomaly which has occurred, based on a name of a component at which said anomaly has occurred, an anomalous portion of said component, and a phenomenon which has occurred, which are sent from said user;

wherein said mail server sends a countermeasure to said anomaly, which is obtained by said retrieval, to said user.

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